



Community collaboration to empower seldom heard groups

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Category: Engaging & Championing the Public

healthwatch
Birmingham

@HWBum

Birmingham

- One of the largest local authorities in Europe.
- Most ethnically diverse city in the United Kingdom. Birmingham residents have over 91 different languages as their first or preferred language.
Source: 2011 Census: Key Statistics for Birmingham and its constituent areas QS204: Main language
- The health of people in Birmingham is generally worse than the England average.
- One of the 20% most deprived districts/unitary authorities in England and about 27% (67,500) of children live in low income families.
- Life expectancy is 8.9 years lower for men and 6.6 years lower for women in the most deprived areas of Birmingham compared with the least deprived areas.

Source: Public Health England Local Authority Health Profile 2018



Birmingham

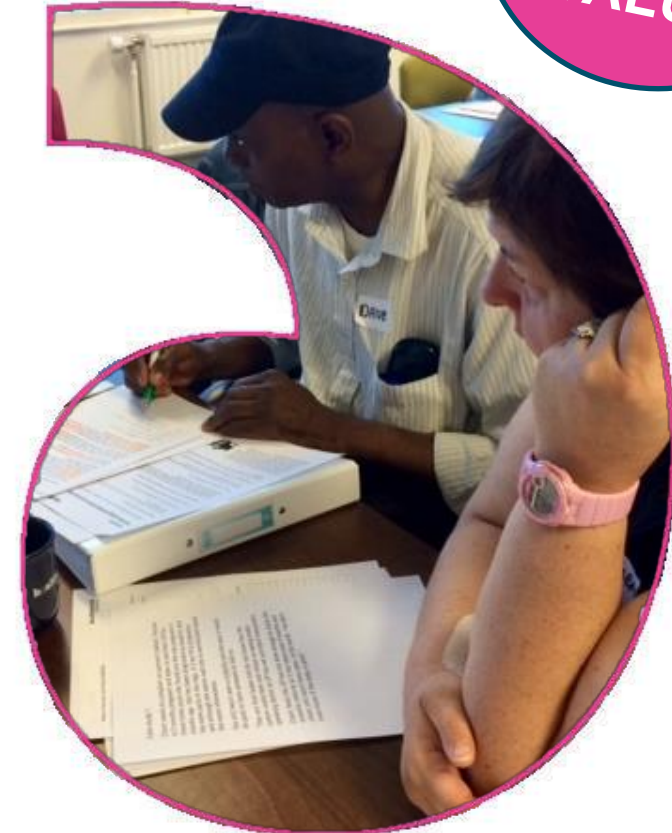
- There is a vibrant voluntary and community sector existing of **more than 4000 registered charitable organisations** and anecdotally more than 16,000 non-registered community groups, clubs and associations.



Community Offer Objectives

- Assets based approach
- Increased feedback collected and fed into health and social care organisations
- Increasing seldom heard groups' opportunities to have their voice heard through their fellow citizens.
- Strengthening collaborative partnership work within the Third Sector across Birmingham
- Adding to the skills economy of Birmingham
- More people know about Healthwatch Birmingham
- Improve individual volunteers' transferrable skills

ADDED
SOCIAL
VALUE



Pilot Partner Organisations

healthwatch
Birmingham



rmc
refugee and migrant centre

HMP Birmingham
[Inside Recovery]



Benefits

By working together we are able to achieve more – our partners have **access to people** who we want to hear from and we have **powers to improve** services through our influence.

- Empowers seldom heard groups to share their experiences of health and social care services
- Gives service users an active role in improving the services for their community and an opportunity to share views in a way that meets their needs. E.g. their peers = Community Champion
- Improves Healthwatch Birmingham's ability to understand the specific health and social care needs of people from seldom heard communities
- Ensures that Healthwatch Birmingham is able to use data to influence health and social care design and delivery models to meet the specific needs of seldom heard groups
- Provides an opportunity for Healthwatch Birmingham to promote their Information and Signposting service, ensure that people have the information required to access the services and support they need



What we have done with people's views



- People's views used as part of our investigations to improve services.
- Such as Direct Payments, Mental Health and Primary Care.



- Helping patients and the public get the information they need through our Information and Signposting service.
- Such as complaints advocacy referrals, carers support and carers assessments referrals.



- Consultations on local and national health and social care issues, plans and guidelines.
- Such as Birmingham City Council's Special Educational Needs and Disability Services Survey.



Impact and Changes Made

A case study

Residents at the prison will see improved access to Nicotine Replacement Therapy (NRT) and a range of other supportive interventions following a review of how the treatment is administered. Healthwatch Birmingham was made aware that residents perceived that they did not have equitable access to patches to support them to stop smoking.

As the prison promotes a smoke free environment, this issue highlighted the importance of residents being supported to cease smoking. HMP Birmingham were aware of the complex nature of this issue, which led to a review and improvement of the process of how the "attempt to quit" therapies are distributed across the prison. Healthwatch Birmingham was able to offer a valued independent and external challenge to discussions already taking place within the prison management and healthcare.



Community Champion role

- Collecting people's experiences of health and social care services
- Supporting people to speak up about their experiences of health and care
- Providing more accessible ways for people to share their views in comfortable community settings.
- Raising awareness of our services and help more people access support through Healthwatch Birmingham information and signposting function



Quotes from partner organisations

“The link has empowered our service users to be more vocal of their experience of using healthcare services. The link with Healthwatch Birmingham will underpin and validate the information that the Inside Recovery team receive in terms of healthcare services. What works well, what does not work well and how they can be improved in partnership with those who use healthcare services. This will allow aspects of services to be developed and truly co-designed.” **HMP Birmingham (Inside Recovery)**

“Our service users have been empowered to actively get involved in shaping their services by this opportunity. They have shared experiences confidently knowing that it will be used to constructively change services for the better.” **(Home Group Group Support for Mental Health Carers)**

“My experience has been very good. I have been able to give feedback on my family experiences with services, and give a voice for myself.”
(Carer and service user, Home Group Group Support for Mental Health Carers)



Thank You

from

healthwatch Birmingham

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